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(54) Title: AN EVENT REGISTRATION MANAGEMENT SYSTEM
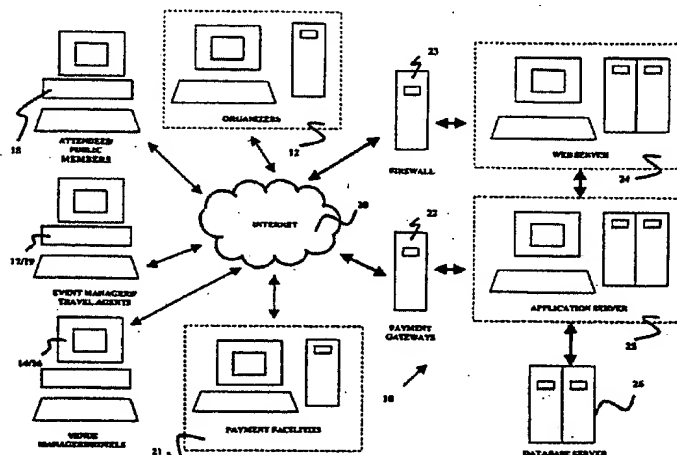
(57) Abstract: A data processing system for services relating to event registration management is disclosed. The system comprises computer processor means for processing data and storage means for storing data on a storage medium. The system also comprises means for processing and storing data regarding details of an event including time and venue thereof, and registration fee therefor, said event being organized by an event organizer and said details for informing an event attendee regarding said event, and means for processing and storing data regarding information for preparing means for registering said attendee for said event. The system further comprises means for processing and storing data regarding registration information in response to said registration means, said registration information for registering said attendee and paying said registration fee, and means for processing and storing data regarding content for generating a report in relation to said event.

AN EVENT REGISTRATION MANAGEMENT SYSTEM

Field of Invention

The invention relates generally to event registration management. In particular, the invention relates to a Web-enabled event registration management system.

Background

Most business entities providing registration services to organizers of events such as exhibitions, conferences, seminars, trade shows, meetings, and the like, which lead to business-to-business (B2B) transactions between registration service providers and the organizers, currently process registrations communicated by fax, e-mail, postal mail and telephone. Registration information is subsequently extracted from such correspondences and manually inputted into a registration database. Such a database is, however, only immediately accessible to the registration service providers, and thus the registration information is not readily available to the organizers. Reports providing details on or updates of registration status to the organizers are typically generated after the registration service providers collate the registration information, and therefore are delayed in reaching the organizers. Also, event attendees who sign up or register for and attend such events through the registration service providers, leading to business-to-business-consumer (B2B2C) transactions involving the organizers, registration service providers and attendees, receive delayed registration confirmation as a result of time-consuming manual handling of registration information.

There are different ways by which registration services are currently provided, and a number of which involve the use of the Internet and Web technology, namely Web sites and Web-enabled features.

One type of Web-enabled registration service relates to that provided directly by event organizers, for example companies, government bodies, exhibition and convention organizers. However, this type of registration service is mainly restricted to certain B2B2C

transactions where organizers provide on Web sites registration facilities for registration by attendees for events organized only by the organizers. Such registration facilities are typically limited in resources, and where databases are used in relation to registration processes, such databases are limited insofar as data therein because the information conveyed by such data is meant only for the organizers' internal use. Another limitation is the Web-enabled registration facility is not linked to the organizers' internal database. This means that a semi-automated or human intervention is required to transfer data captured on the Internet to the organizers' internal database.

Moreover, such registration facilities usually do not cater to quick modes of payment or other forms of instant settlement such as electronic or online payment, or provide electronic or online hotel reservation or management. Furthermore, the processing of registration information typically heavily involves much "backroom" operation or manual handling, which for business efficacy purposes is highly undesirable.

Furthermore, such type of Web-enabled registration service may also relate to those services within the context of a company in which there are different departments or divisions independently organizing different events. Therefore, any registration database used is stored, captured or maintained independently and separately by each department or division. There is no central or consolidated registration database for the company as a whole, which often requires manual involvement and time consuming consolidation.

Even furthermore, such type of Web-enabled registration service may have closeout periods during which registration is closed, since any registration database used needs to be transferred manually to any on-site database at the event venue for continuing with on-site registration. During this closeout period, the organizers may lose any potential new registration.

Another type of Web-enabled registration service relates to that provided by government bodies, offices or organizations. Typically, the target audience of events organized by such government agencies includes trade visitors and others who are related to or associated with internal and external trade matters of the various concerned economies. Hence, such registration service providers typically provide registration facilities on Web sites which do not target attendees who make up the general public but rather specific types of trade-related attendees. These registration facilities also do not cater for online payment

since each different event is usually managed by a different government agency and therefore payment-receiving accounts are kept separated. Moreover, such registration service providers do not typically integrate into the registration facilities hotel reservation and management services.

A further type of Web-enabled registration service relates to that provided by reservation systems organizations. Such organizations typically include in event management services for events held by organizers, registration services for the same events by providing relevant Web sites. Although such registration service providers apply to both B2B and B2B2C transactions and therefore provide services to both organizers and attendees of events, a number of disadvantages may be identified. In relation to registration forms used for registration purposes, samples of these are typically sent to such registration service providers by fax or mail, and from the samples the registration service providers prepare templates with which attendees register for the events for posting on the Web sites. If the organizers do not provide the samples, the organizations would usually use preformatted templates for registration. Such an inflexible method of preparing registration forms imposes on the organizers the onus and responsibility to create and prepare registration forms, which may be a time-consuming task especially if the organizers lack experience in such preparations, or the acceptance of preformatted registration forms, which may not be totally suitable for certain events. Moreover, these registration service providers typically focus on services such as hotel reservation and confirmation, and travel management. By focusing this way these registration service providers unduly limit the scope of services the registration service providers provide, which results in not usually meeting all the needs of event organizers and attendees of events. Furthermore, the registration service providers usually own any database employed in relation to registration matters and therefore data in such a database is proprietary to the registration service providers. Since the database is usually not online, except the registration service providers, the organizers or others are unable to access the database immediately. For the organizers to access the information on the database, the registration service providers need to transfer the information on the database via conventional means such as spreadsheets to the organizers. This process requires data collation and format conversion and is therefore time consuming. The information conveyed by the data can therefore be only given to or used by the organizers in limited ways which the organizers have no control over or management of.

There is an apparent need for a Web-enabled event registration management service which applies to both B2B and B2B2C transactions and which alleviates at least one of the foregoing disadvantages of conventional registration services.

Summary

The disadvantages of conventional registration services are addressed by embodiments of the invention provided hereinafter. Such disadvantages include lack of integrated online and offline registration database management and reporting facility, and difficulty in accessing registration data and reports due to the manual management of registration database and the time-consuming conversion of data for reporting to event organizers. The disadvantages also include lack of consolidation, in companies having independent departmental/divisional event organization, of registration data within the companies, which therefore requires manual intervention and time-consuming data organization. The disadvantages further include lack of integrated online and offline registration payment facility. The disadvantages yet further include lack of integrated continuous pre-event and on-site registration facility.

In accordance with a first aspect of the invention, a data processing system for services relating to event registration management is provided. The system comprises computer processor means for processing data and storage means for storing data on a storage medium. The system also comprises means for processing and storing data regarding details of an event including time and venue thereof, and registration fee therefor, said event being organized by an event organizer and said details for informing an event attendee regarding said event, and means for processing and storing data regarding information for preparing means for registering said attendee for said event. The system further comprises means for processing and storing data regarding registration information in response to said registration means, said registration information for registering said attendee and paying said registration fee, and means for processing and storing data regarding content for generating a report in relation to said event.

In accordance with a second aspect of the invention, a data processing method for services relating to event registration management is provided. The method comprises the

steps of processing data using computer processor means, and storing data on a storage medium using storage means. The method also comprises the step of processing and storing data regarding details of an event including time and venue thereof, and registration fee therefor, said event being organized by an event organizer and said details for informing an event attendee regarding said event, and processing and storing data regarding information for preparing means for registering said attendee for said event. The method further comprises the steps of processing and storing data regarding registration information in response to said registration means, said registration information for registering said attendee and paying said registration fee, and processing and storing data regarding content for generating a report in relation to said event.

In accordance with a third aspect of the invention, a computer program product for event registration management comprising a computer usable medium having computer readable program code means embodied in said medium for causing data processing for services relating to event registration management is provided. The computer program product includes computer readable program code means for processing data using computer processor means, and computer readable program code means for storing data on a storage medium using storage means. The computer program product also includes computer readable program code means for processing and storing data regarding details of an event including time and venue thereof, and registration fee therefor, said event being organized by an event organizer and said details for informing an event attendee regarding said event, and computer readable program code means for processing and storing data regarding information for preparing means for registering said attendee for said event. The computer program product further includes computer readable program code means for processing and storing data regarding registration information in response to said registration means, said registration information for registering said attendee and paying said registration fee, and computer readable program code means for processing and storing data regarding content for generating a report in relation to said event.

Brief Description f Drawings

The embodiments of the invention are hereinafter described with reference to the following drawings, in which:

Figure 1 is a block diagram depicting entities that may use or access a Web-enabled event registration management system according to an embodiment of the invention;

Figure 2 is an illustration of interconnections and flow of data between the Web-enabled system of Figure 1 and various entities via the Internet and a private network;

Figures 3a and 3b are flow charts depicting a process of data and/or control flow by which event organizers use or access the Web-enabled system of Figure 1 for event registration management purposes;

Figures 4a to 4c are flow charts depicting processes of data and/or control flow, by which event attendees use or access the Web-enabled system of Figure 1 for event registration, amending registration information, and checking registration status, respectively;

Figures 5a to 5o provide screen shots of Web documents provided by the Web-enabled system of Figure 1 for displaying to and capturing from the organizers and attendees information in relation to event registration management; and

Figure 6 illustrates a general-purpose computer by which the embodiments of the invention are preferably implemented.

Detailed Description

A system providing Web-enabled event registration management service is provided according to an embodiment of the invention for application to both B2B and B2B2C transactions and which alleviates at least one of the foregoing disadvantages of conventional registration services. The Web-enabled event registration management system is hereinafter referred to generally as the system.

The target users of the system are event organizers and attendees, and other participating entities such as hotels providing lodging or rooming facilities during such events, event managers, and travel agents. The system provides services to the organizers for managing events and registering the attendees, and is thus suitable for application to both B2B and B2B2C transactions. Different organizers planning, managing and organizing different events of different nature or purpose may use the system without being constrained

by resources, time, geographical, or political differences. Through the use of the Internet and Web technology, and the like networks and technologies, the system is able to operate online and be live all year round virtually without any downtime. This allows organizers to access information quickly for activities including planning operations, making decisions, and executing changes efficiently without delays.

Different attendees with different interests or preferences may use the system without expending too much effort while searching for suitable events or gathering information in relation to such events. Since the system provides an event registration management hub for the different organizers and attendees – a hub where organizers publicize events and process registration therefor, and attendees search and register for suitable events - the common usage of such a hub by these parties also means quicker access to and processing of information, and cheaper services and costs for all eventually. The target audience of the organizers is also enlarged and the market focus widened because the number of attendees viewing publicized information regarding the events is multiplied by such a hub concept.

Preferably, the system allows resources to be shared out to the organizers which use the system, and this results in transferring the load of hosting and managing the resources from the organizers to a solution provider of the system. The tasks of data collection and storage in databases, and the collation of information conveyed by the data are undertaken by the system. Therefore, data mining, data warehousing, and other related activities are performed by the system. This way, the organizers are freed to do other useful things like planning and organizing better event content or analysis of registration information for organization and management for future events.

The system preferably also integrates online payment facilities, for service fees or costs payable either by the organizers who use the system or attendees who register for events, into the event registration management service. The online payment facilities additionally process other types of payments or finance transactions, for example that pertaining to the lodging or rooming of organizers' employees and attendees during the events.

Another event-linked process relating to hotel reservation and confirmation is also preferably integrated into the system. The system by hosting and managing a unique database related to hotel reservation enables participating hotels and attendees alike to keep

abreast of hotel reservation and confirmation status online. This translates into quicker information access useful for making decisions and executing changes. For example, these hotels are able to obtain information such as rooming lists through the system and therefore plan for operation during the events.

The system preferably also allows the organizers to customize and view with little effort various reports containing information relating to various aspects of event registration, in addition to updates and amendments thereof. This is made possible by resources inherent to the system such as registration databases and a database engine for collating and processing data for reporting purposes. The database engine processes data in such databases unencumbered by or without interference from the solution provider of the system. Therefore, proprietary rights in the data relating to each event remain with each organizer, and privacy and confidentiality of the data is maintained.

Customization of registration forms for registering attendees is also achievable with the system because flexibility is preferably built into the system by the provision of options to select from a list of preformatted and standardized registration data entry fields, or to create new fields not found on such a list. Such a provision gives the organizers options to use standard registration forms by expending little effort and time, or create personalized registration forms for meeting unique requirements by expending slightly more effort and time. Typical registration details such as event registration categories and fees, official functions registration categories and fees, hotel registration categories and fees, and audit/payment details form the subject matter of the standard fields.

Preferably, the system also allows venue management organizations and hotels to directly interact and deal with the organizers regarding venue and lodging or rooming issues unencumbered by the solution provider of the system, and yet provide related support services. Such transactions remain obscure to the system, for example the terms of contracts between venue management organizations or hotels and the organizers is information which the system does not handle or process, but at the same time the system provides the relevant infrastructure, for example, for the attendees to access information provided by the venue management organizations or reserve and confirm hotel rooming. Hence, a private and confidential ambience is provided to cater to the competitive environment in the event registration management industry.

The functional and operational aspects of the system (hereinafter designated reference numeral 10) in accordance with a preferred embodiment of the invention are described with reference to Figures 1 to 6. Figure 1 is a block diagram depicting entities, organizations or individual members of the public that may use or access the system 10. Event organizers 12 may use the system 10 for management and registration of events that involve the participation of venue managers 14, hotels 16, event managers 17, and travel agents 19, which members of the public may register for and attend as attendees 18. The venue managers 14 provide the venue and facilities for conducting the events, and the hotels 16 provide the lodging or rooming facilities for employees of the organizers 12 attendant at the events, participants of the events such as exhibitors for exhibition events, and/or the attendees 18. The event managers 17 instead of independently using legacy event management systems for event registration management, relies on the system 10 to provide enhanced event registration management services to existing clients. The travel agents 19 manage travel arrangements for the entities, organizations or individual members of the public that are present at the events. The organizers 12, the venue managers 14, the hotels 16 and the attendees 18 all have access to the system 10, but each uses the system 10 for a different reason or purpose. For example, the organizers 12 use the system 10 for several reasons, including: registering and paying for the event registration management services provided by the system 10; providing the system 10 with information for publishing details on the event; creating or customizing a registration form for registering the attendees 18; and requesting for reports on registration status. The venue managers 14 and the hotels 16 use the system 10 for checking attendance and rooming information, respectively, while the attendees 18 use the system 10 for registering for the events, and managing and planning for other similar events using the system 10.

Figure 2 is an illustration of interconnections and flow of data between the system 10 and the venue managers 14, the hotels 16, and the members of the public or attendees 18, preferably via the Internet 20. The organizers 12, the venue managers 14, the hotels 16, and the members of the public or attendees 18 may at any time and from anywhere use the system 10 by connecting to the Internet 20. The system 10 preferably by using standard Web technology provides Web enabled documents such as Web pages and Web forms for providing and receiving information. Even members of the public 18 who have not

registered for any event are able to access the Web pages provided by system 10 for keeping abreast of information on new or future events.

Payment facilities 21 such as banks or financial institutions through which payment transactions are made and the system 10 are preferably interconnected via payment gateways 22, for example, via a virtual private network involving the Internet 20. The payment facilities 21, for example, provide for B2B transactions between the solution provider of the system 10 and the organizers 12, and B2B2C transactions involving the organizers 12, the solution provider of the system 10, and the attendees 18 in relation to online payment transactions such as credit card transactions. The credit card merchants in this instance are the solution provider of the system 10 in the B2B transactions, and the solution provider of the system 10 or the organizers 12 in the B2B2C transactions. Alternatively, offline payment transactions may be made using such payment means as bank drafts, checks, credit cards, and bank transfers.

The system 10 preferably includes a firewall 23, a Web server 24, an application server 25, and a database server 26. The firewall 23 is the front-end of the system 10 which provides protection for the system 10 from invasion practices such as hacking or data theft. All communications between the system 10 and the organizers 12, the venue managers 14, the hotels 16, and the members of the public or attendees 18 therefore go through the firewall 23.

The Web server 24 allows the Web enabled event registration management service provided by the system 10 to be accessed on the Internet 20 using Web technology. The Web server 24 provides the Web pages and Web forms and processes information relating to these Web documents. For example, when the organizers 12 or the attendees 18 provide information to the system 10 by completing and submitting the respective Web forms, such information represented by data is retrieved by the system 10 via standard Web technology such as Common Gateway Interface (CGI) technology. The processing of such data using CGI technology occurs on the Web server 24, and the retrieved information is then provided as input to the application server 25.

The application server 25 receives the information and processes such information for various requirements and under various conditions. For example, the application server 25 processes details of the organizers 12 and the related events for payment and data

warehousing purposes, while processing details of events for publicizing on the Web pages provided by the system 10. The application server 25 also processes information regarding the attendees 18 in relation to the various events for which the attendees 18 have registered for payment and data warehousing purposes. In addition, the application server 25 collates information for reporting to the organizers 12 for data mining purposes. The application server 25 additionally communicates with the payment facilities 21 via the payment gateway 22 for processing the various B2B or B2B2C transactions between the organizers 12 and the solution provider of the system 10, or the organizers 12 and the attendees 18, respectively.

The database server 26 is dedicated to database storage and retrieval processes within the system 10 and includes the database engine. The database server 26 receives data from the application server 25 for data warehousing purposes as well as provides as input data to the application server 25 for data mining purposes. The details of the organizers 12, related events, and the attendees 18, and information relating to registration, are collected as databases and processed, for example, as data tables which are interrelated. The database server 26 processes such data tables, for example, according to relational database techniques.

Figures 3a and 3b are flow charts depicting a process relating to data and/or control flow, by which the organizers 12 use or access the system 10 for event registration management. Such a process is described also with reference to screen shots of the Web documents and Web forms provided by the system 10, which are shown in Figure 5.

In a step 301, the system 10 provides as a Web document a main menu shown in Figure 5a for viewing by an organizer 12. The main menu provides fields for the entry of a username and a password, which the organizer 12 needs to provide if the organizer 12 currently holds an account with the system 10. In a step 302, the system 10 checks if the organizer 12 has provided a username and a password. If the organizer 12 provides a username and a password, the system 10 in a step 303 checks the system 10 database for validity of such information. If the information is not valid, the system 10 allows the organizer 12 to retry and checks again for valid information in a step 304. If after a predetermined number of retries the information is still invalid, the organizer 12 is disallowed from continuing and has to contact the solution provider of the system 10 in a step 305 to proceed.

If the username and password or the re-entered information is valid, the system 10 in a step 306 provides a Web document shown in Figure 5b for viewing by the organizer 12. Such a Web document provides details of all events organized by the organizer 12 including information such as event names, periods during which the events are conducted, the venues, and Web site addresses at which registration for the respective events can be done. The Web document also allows the organizer 12 the option to: enter new information or change existing information for an event registered with the system 10; set up or amend registration confirmation letter for confirming the attendees' registration; preview or print registration confirmation letters and invoices; or preview or print registration reports and statistics. The Web document further allows the organizer 12 the option to create a new registration form for a new event for which the organizer 12 intends to open an account with the system 10, or amend an existing registration form for an event already listed on the Web document. If the organizer 12 opts to open a new account with the system 10 for a new event, the organizer 12 may opt to create a new set of username and password for the new event.

The system 10 in a step 307 next polls and checks if the organizer 12 selects an option relating to a new event. If the organizer 12 does not select an option relating to a new event, the system 10 in a step 308 allows the organizer 12 to perform any of the opted data amendment or access operations by providing Web documents (not shown) which displays information and/or allows the organizer 12 to amend or change data using standard data entry fields. On the other hand, if the organizer 12 selects an option relating to a new event, the system 12 proceeds to a step 311.

In the step 302, the system 10 checks if the organizer 12 has provided a username and a password. If the organizer 12 does not provide a username and a password, the organizer 12 is deemed not to hold an account with the system 10. Hence in a step 309 the system 10

provide a set of a username and a password for obtaining access rights for the contact person
to use the system 10 for amending or accessing information subsequently.

The system 10 also requires the organizer 12 to provide payment details for B2B
billing purposes. When such details are provided, the system 10 communicates with the
respective payment facility 21 and checks if the payment details provided by the organizer 12
are valid in a step 310. If the payment details are not valid, the system 10 returns to the step
301 in which the main menu is provided as a Web document. If the payment details are
valid, the system 10 proceeds to charge the organizer 12 via an online transaction, for
example a credit card transaction, a predetermined amount of money as holding deposit
through the payment facility 21 and thereafter uses the same payment details to charge further
predetermined amounts of money for every predetermined number of attendees 18 that
register for the event. After transacting the holding deposit, the system 10 proceeds to the
step 311.

In the step 311, the system 10 allows the organizer 12 to create new sets of usernames
and passwords for providing different levels of access rights to different representatives of
the organizer 12 that may attend to matters of different levels of security on behalf of the
organizer 12. In this step, the system 10 provides a Web document shown in Figure 5d (i) to
the organizer 12, which requires the organizer 12 to provide a username and a password. If
the information is valid, the system further provides a Web document shown in Figure 5d (ii)
to the organizer 12, which requests for the organizer 12 to provide a new set of username and
password in addition to security level information of the assignee of the new set of username
and password. For example, such an assignee may be given the security level for:
supervising; creating new registration forms; creating confirmation letters; and etc.

In a next step 312, the system 10 provides a Web document shown in Figures 5e (i)
and 5e (ii) (pages 1 and 2, respectively) to the organizer 12 for creating a new registration
form for registering the attendees 18 for the new event. In a step 313, the organizer 12
creates standard sections of the new registration form by providing event details and
indicating specific preferences to the system 10 in an initial phase. The Web document firstly
requires the organizer 12 to select a background color for the new registration form. The
Web document then requires the organizer 12 to provide details of the event, including the
name of the event, the period during which the event takes place, the venue and address

thereof, and the address of any relevant Web site. The Web document further requires the selection of two currencies in which the attendees 18 could pay for registering the new event. The Web document also requires the organizer 12 to determine the type of rights to be assigned to the attendees 18, which restricts what the attendees 18 may do after registration. For example, the attendees 18 may be restricted merely to checking of registration status, and/or changing of registration details after the attendees 18 register.

Upon provision of such information, the Web document allows the organizer 12 to: preview the new registration form that has been created thus far without saving the new registration form on the system 10 database; submit the new registration form that has been created thus far and save the new registration form on the system 10 database; or view the main menu Web document without saving the new registration form by returning the system 10 to the step 301. In a step 314, the system 10 checks if the organizer 12 wishes to save the new registration form on the system 10 database. If the organizer 12 does not wish to save the new registration form, for example after previewing the new registration form the organizer 12 is not satisfied, the system 10 checks if the organizer 12 wishes to recreate a new registration form in a step 315. If the organizer 12 does not wish to recreate a new registration form, the system 10 returns to the step 301 and displays the main menu Web document to the organizer 12. However, if the organizer 12 wishes to recreate a new registration form, the system 10 returns to the step 312 and displays the Web document shown in Figures 5e (i) and 5e (ii) to the organizer 12.

If the organizer 12 wishes to save the new registration form created thus far while the system 10 is in step 314 and proceed with creating the rest of the new registration form, the system 10 then proceeds to a second phase and allows the organizer 12 to customize the other remaining sections of the registration form. The organizer 12 may choose to enter one or all of steps 316, 318, 320, 322, 324 and 327 by deciding in subsequent steps 317, 319, 321, 323, 325, and 328, respectively.

In the step 316, the system 10 provides a Web document shown in Figure 5f with which the organizer 12 creates data entry fields on the new registration form for collecting information relating to the demography of the attendees 18 and determines how to assign identification (ID) information to the attendees 18. The organizer 12 also determines the compulsory data entry fields into which the attendees 18 must fill information. The Web

document also allows the organizer 12 to request from the attendees 18 information regarding
any accompanying party. In addition to the standard data entry fields made readily available
by the system 10 to the organizer 12 for selection, the Web document also allows the
organizer 12 to create other non-standard data entry fields for collecting further demography
information. When the organizer 12 has provided all the relevant information, the system 10
in the step 317 checks if the organizer wishes to continue to create other sections of the new
registration form or save the new registration form created thus far on the system 10 database,
thereby making the same available on the system 10 Web site in a step 326.

In the step 318, the system 10 provides a Web document shown in Figure 5g with
which the organizer 12 sets up event registration categories and fees and create data entry
fields therefor. For example, the organizer 12 provides information to the system 10 relating
to different categories of attendees for which different registration fees apply and different
time periods within which the attendees 18 need to register for which different registration
fees apply. For example, the attendees 18 who are associated in one way or another with the
organizer 12 or "early birds" may be given discounts. When the organizer 12 has provided
all the relevant information, the system 10 in the step 319 checks if the organizer wishes to
continue to create other sections of the new registration form or save the new registration
form created thus far on the system 10 database, thereby making the same available on the
system 10 Web site in a step 326.

In the step 320, the system 10 provides a Web document shown in Figure 5h with
which the organizer 12 sets up official functions registration information and create data
entry fields therefor. For example, the organizer 12 provides information to the system 10
relating to different functions associated with the event, including details of such functions
and prices for tickets to the functions. When the organizer 12 has provided all the relevant
information, the system 10 in the step 321 checks if the organizer wishes to continue to create
other sections of the new registration form or save the new registration form created thus far
on the system 10 database, thereby making the same available on the system 10 Web site in
the step 326.

In the step 322, the system 10 provides a Web document shown in Figure 5i with
which the organizer 12 sets up hotel registration categories and create data entry fields
therefor. For example, the organizer 12 provides information to the system 10 relating to the

hotels 16, including details of room charges, distance of such hotels 16 from the venue of the event, the star rating of the hotels 16, and etc. When the organizer 12 has provided all the relevant information, the system 10 in the step 323 checks if the organizer wishes to continue to create other sections of the new registration form or save the new registration form created thus far on the system 10 database, thereby making the same available on the system 10 Web site in the step 326.

In the step 324, the system 10 provides a Web document shown in Figure 5j with which the organizer 12 sets up audit or payment details relating to the attendees 18. The organizer 12 indicates on the Web document methods by which the attendees 18 may pay for registering and attending the event. For example, typical offline payment methods such as payment by bank drafts, checks, credit cards or bank transfers are options which the organizer 12 may select. If the organizer 12 wishes that the attendees 18 be given an option to pay by online transactions, the organizer 12 is required to indicate on the Web document this intention and provide, for example for online credit card transactions, the credit card merchant details. In this instance, the merchant may be the organizer 12, or the solution provider of the system 10 in a B2B2C context.

Specific details regarding the various payment methods are then required, for example if the organizer 12 wishes to allow the attendees 18 to pay by bank transfers, the organizer 12 is required to indicate on the Web document the intention to do so and provide relevant information pertaining to a bank which the organizer 12 intends to use for such payment transactions. When the organizer 12 has provided all the relevant information, the system 10 in the step 325 checks if the organizer wishes to continue to create other sections of the new registration form or save the new registration form created thus far on the system 10 database, thereby making the same available on the system 10 Web site in the step 326.

In the step 327, the system 10 provides a Web document shown in Figure 5k with which the organizer 12 creates data entry fields on the new registration form for collecting information relating to the market profile of the attendees 18. The organizer 12 may pose main questions relating to, for example, the industry to which the attendees 18 belong, the purchasing power of the attendees 18, the purpose of the visit by the attendees 18, and etc. In addition, the organizer 12 may pose sub-questions in relation to the main questions for requesting further details. When the organizer 12 has provided all the relevant information,

the system 10 in the step 328 checks if the organizer wishes to continue to create other sections of the new registration form or save the new registration form created thus far on the system 10 database, thereby making the same available on the system 10 Web site in a step 326.

In addition to allowing the organizer 12 to create the new registration form, the system 10 also allows the organizer 12 to create event registration confirmation letters by providing a Web document shown in Figures 5l(i) and 5l(ii). With this Web document, the organizer 12 customizes the opening and closing texts of the confirmation letters and selects one or all types of registration information to include in the confirmation letters. The types of registration information include information relating to market profile, event registration category, official function registration, hotel registration, audit or payment details, and receipt details. An example of a confirmation letter is shown in Figures 5m(i) and 5m(ii), which the system 10 sends to the attendees 18 upon confirmation of event registrations. The exemplified confirmation letter provides the attendees 18 with information such as registration details, registration fees, payment instructions, receipt details, and history of payment.

Also, the system 10 allows the organizer 12 to prepare invoices for groups to which the attendees 18 belong, for example organizations to which employees who are the attendees 18 belong and to which the events registered for are chargeable, by providing a Web document shown in Figure 5n. Such invoices are sent to the groups to which the attendees' 18 belong that opt to make payments via offline payment transactions and therefore are invoiced for the outstanding payables. With the Web document, the organizer 12 selects one or all types of payment details to include in the invoices and customizes additional texts to include in the invoices. The types of payment details include payment information relating to event registration category, official function registration, and hotel registration.

Furthermore, the system 10 allows the organizer 12 to define and format registration reports and statistics documents by providing a Web document shown in Figure 5o for the organizer 12 to select the criteria upon which the registration reports and statistics documents are based. For example, the organizer 12 may generate registration reports or statistics documents according to the demographic profile or the market profile of the attendees 18. Alternatively, the organizer 12 may generate registration reports or statistics documents

according to information in relation to event registration category, official function registration, or hotel registration.

Figures 4a to 4c are flow charts for depicting processes relating to data and/or control flow, by which the attendees 18 use or access the system 10 for event registration, amending registration information, and checking registration status, respectively. In relation to the event registration process shown in Figure 4a, a potential attendee 18 in a step 401 accesses a Web page provided by the system 10, which is a registration form set up by an organizer 12 using the foregoing process, for registering for an event by providing such details as required in the registration form. In addition, the attendee 18 in a step 402 provides details of payment mode(s) with which the registration fee is paid. The attendee 18 may pay by offline payment means such as a check or draft or online payment means such as a credit card transfer. The payment information provided by the attendee 18 is then validated in a step 403, in which the system 10 checks with the payment facilities 21 such online payment details, if applicable, or with the relevant credit card authentication entities such credit card information for offline payment transactions, if applicable. If the payment information is not valid, the process loops back to the step 401 in which the attendee has to register again. Otherwise, the attendee 18 is given a confirmation by means of an event registration confirmation letter in a step 404 that the registration is successful.

In relation to the process for amending the registration information shown in Figure 4b, the attendee 18 in a step 405 first provides details for the system 10 to retrieve the registration record for the attendee 18. The system 10 then in a step 406 allows the attendee to amend the record, who thereafter submits the amendments in a step 407 to the system 10 for updating. In relation to the process for checking the registration status shown in Figure 4c, the attendee 18 in a step 408 first provides details for the system 10 to retrieve the registration record for the attendee 18. The system 10 then in a step 409 allows the attendee 18 to check the registration status by presenting the current and updated details of the registration record.

The embodiments of the invention are preferably implemented using a computer, such as the general-purpose computer shown in Figure 6, or group of computers that are interconnected via a network. In particular, the functionality or processing of the network-based system of Figures 1 to 5o may be implemented as software, or a computer program,

executing on the computer or group of computers. The method or process steps for managing registration of events are effected by instructions in the software that are carried out by the computer or group of computers. The software may be implemented as one or more modules for implementing the process steps. A module is a part of a computer program that usually performs a particular function or related functions. Also, a module can also be a packaged functional hardware unit for use with other components or modules.

In particular, the software may be stored in a computer readable medium, including the storage devices described below. The software is preferably loaded into the computer or group of computers from the computer readable medium and then carried out by the computer or group of computers. A computer program product includes a computer readable medium having such software or a computer program recorded on it that can be carried out by a computer. The use of the computer program product in the computer or group of computers preferably effects an advantageous event registration management system in accordance with the embodiments of the invention.

The system 28 is simply provided for illustrative purposes and other configurations can be employed without departing from the scope and spirit of the invention. Computers with which the embodiment can be practiced include IBM-PC/ATs or compatibles, one of the Macintosh (TM) family of PCs, Sun Sparcstation (TM), a workstation or the like. The foregoing is merely exemplary of the types of computers with which the embodiments of the invention may be practiced. Typically, the processes of the embodiments, described hereinafter, are resident as software or a program recorded on a hard disk drive (generally depicted as block 29 in Figure 6) as the computer readable medium, and read and controlled using the processor 30. Intermediate storage of the program and any data may be accomplished using the semiconductor memory 31, possibly in concert with the hard disk drive 29.

In some instances, the program may be supplied to the user encoded on a CD-ROM or a floppy disk (both generally depicted by block 29), or alternatively could be read by the user from the network via a modem device connected to the computer, for example. Still further, the software can also be loaded into the computer system 28 from other computer readable medium including magnetic tape, a ROM or integrated circuit, a magneto-optical disk, a radio or infra-red transmission channel between a computer and another device, a computer

readable card such as a PCMCIA card, and the Internet and Intranets including email transmissions and information recorded on websites and the like. The foregoing is merely exemplary of relevant computer readable mediums. Other computer readable mediums may be practiced without departing from the scope and spirit of the invention.

In the foregoing manner, a system providing Web-enabled event registration management service is described according to an embodiment of the invention for application to both B2B and B2B2C transactions and which alleviates at least one of the foregoing disadvantages of conventional registration services. Although only one embodiment of the invention is disclosed, it will be apparent to one skilled in the art in view of this disclosure that numerous changes and/or modification can be made without departing from the scope and spirit of the invention.

Claims

1.   A data processing system for services relating to event registration management,
comprising:

        computer processor means for processing data;

        storage means for storing data on a storage medium;

        means for processing and storing data regarding details of an event including time and
venue thereof, and registration fee therefor, said event being organized by an event organizer
and said details for informing an event attendee regarding said event;

        means for processing and storing data regarding information for preparing means for
registering said attendee for said event;

        means for processing and storing data regarding registration information in response
to said registration means, said registration information for registering said attendee and
paying said registration fee; and

        means for processing and storing data regarding content for generating a report in
relation to said event.

2.   The system as in claim 1, further comprising means for processing data regarding
details of said organizer including name, address and payment details of said organizer for
subscribing to said event organization and registration services.

3.   The system as in claim 2, further comprising means for processing data regarding
information pertaining to hotel reservation for said attendees, said hotel reservation
information being dependent on input from said attendee and accessible to a participating
hotel providing accommodation for said attendee during conduct of said event.

4.   The system as in claim 3, wherein said means for processing and storing data
regarding said details of said event comprises:

        means for presenting query means to said organizer for requesting said details from
said organizer;

means for inputting said details; and

means for storing on said storage medium said details.

5.   The system as in claim 4, wherein said means for presenting said query means for requesting said details comprises means for transmitting to said organizer a Web enabled document for requesting said details.

6.   The system as in claim 5, wherein said means for inputting said details comprises means for providing data entry fields in said Web enabled document for requesting said details.

7.   The system as in claim 6, wherein said means for storing on said storage medium said details comprises means for storing said details in a database on said storage medium.

8.   The system as in claim 4, wherein said means for processing and storing data regarding said information for preparing said registration means comprises:

means for presenting query means to said organizer for requesting said preparation information from said organizer;

means for inputting said preparation information;

means for storing on said storage medium said preparation information; and

means for processing said preparation information for presenting query means to said attendee for requesting said registration information from said attendee.

.9.   The system as in claim 8, wherein said means for presenting said query means for requesting said preparation information comprises means for transmitting to said organizer a Web enabled document for requesting said preparation information.

10.   The system as in claim 9, wherein said means for presenting said query means to said organizer for requesting said preparation information further comprises means for presenting query means to said organizer for requesting information relating to at least one of:

attendee demography;

registration categorization;

event related function;

hotel reservation; and

attendee payment methods.

11. The system as in claim 10, wherein said means for inputting said preparation information comprises means for providing data entry fields in said Web enabled document for requesting said preparation information.

12. The system as in claim 11, wherein said means for storing on said storage medium said preparation information comprises means for storing said preparation information in a database on said storage medium.

13. The system as in claim 12, wherein said means for processing said preparation information for presenting said query means to said attendee for requesting said registration information comprises means for transmitting to said attendee a Web enabled document for requesting said registration information.

14. The system as in claim 8, wherein said means for processing and storing data regarding said registration information in response to said query means for requesting said registration information from said attendee comprises:

means for inputting said registration information;

means for storing on said storage medium said registration information; and

means for validating payment of said registration fee prior to registering said attendee for said event.

15. The system as in claim 14, wherein said means for processing said preparation information for presenting said query means to said attendee for requesting said registration information comprises means for transmitting to said attendee a Web enabled document for requesting said registration information.

16.   The system as in claim 15, wherein said means for inputting said registration information comprises means for providing data entry fields in said Web enabled document for requesting said registration information.

17.   The system as in claim 16, wherein said means for storing on said storage medium said registration information comprises means for storing said registration information in a database on said storage medium.

18.   The system as in claim 17, wherein said means for validating payment of said registration fee comprises means for communicating and verifying with a payment facility information regarding payment of said registration fee by said attendee.

19.   The system as in claim 14, wherein said means for processing and storing data regarding content for generating a report in relation to said event comprises:

        means for presenting query means for requesting said report;

        means for inputting said request for said report;

        means for processing at least one of said details of said events and said registration information in response to for providing said content; and

        means for presenting said report

20.   The system as in claim 19, further comprising means for processing and storing data regarding content for generating a confirmation in relation to registration of said attendee for said event.

21.   A data processing method for services relating to event registration management, comprising the steps of:

        processing data using computer processor means;

        storing data on a storage medium using storage means;

        processing and storing data regarding details of an event including time and venue thereof, and registration fee therefor, said event being organized by an event organizer and said details for informing an event attendee regarding said event;

processing and storing data regarding information for preparing means for registering said attendee for said event;

processing and storing data regarding registration information in response to said registration means, said registration information for registering said attendee and paying said registration fee; and

processing and storing data regarding content for generating a report in relation to said event.

22.   The method as in claim 21, further comprising the step of processing data regarding details of said organizer including name, address and payment details of said organizer for subscribing to said event organization and registration services.

23.   The method as in claim 22, further comprising the step of processing data regarding information pertaining to hotel reservation for said attendees, said hotel reservation information being dependent on input from said attendee and accessible to a participating hotel providing accommodation for said attendee during conduct of said event.

24.   The method as in claim 23, wherein said step of processing and storing data regarding said details of said event comprises the steps of:

presenting query means to said organizer for requesting said details from said organizer;

inputting said details; and

storing on said storage medium said details.

25.   The method as in claim 24, wherein said step of presenting said query means for requesting said details comprises the step of transmitting to said organizer a Web enabled document for requesting said details.

26.   The method as in claim 25, wherein said step of inputting said details comprises the step of providing data entry fields in said Web enabled document for requesting said details.

27.   The method as in claim 26, wherein said step of storing on said storage medium said details comprises the step of storing said details in a database on said storage medium.

28.   The method as in claim 24, wherein said step of processing and storing data regarding said information for preparing said registration means comprises the steps of:

        presenting query means to said organizer for requesting said preparation information from said organizer;

        inputting said preparation information;

        storing on said storage medium said preparation information; and

        processing said preparation information for presenting query means to said attendee for requesting said registration information from said attendee.

29.   The method as in claim 28, wherein said step of presenting said query means for requesting said preparation information comprises the step of transmitting to said organizer a Web enabled document for requesting said preparation information.

30.   The method as in claim 29, wherein said step of presenting said query means to said organizer for requesting said preparation information further comprises the step of presenting query means to said organizer for requesting information relating to at least one of:

        attendee demography;

        registration categorization;

        event related function;

        hotel reservation; and

        attendee payment methods.

31.   The method as in claim 30, wherein said step of inputting said preparation information comprises the step of providing data entry fields in said Web enabled document for requesting said preparation information.

32.   The method as in claim 31, wherein said step of storing on said storage medium said preparation information comprises the step of storing said preparation information in a database on said storage medium.

33.   The method as in claim 32, wherein said step of processing said preparation information for presenting said query means to said attendee for requesting said registration information comprises the step of transmitting to said attendee a Web enabled document for requesting said registration information.

34.   The method as in claim 28, wherein said step of processing and storing data regarding said registration information in response to said query means for requesting said registration information from said attendee comprises the steps of:

        inputting said registration information;

        storing on said storage medium said registration information; and

        validating payment of said registration fee prior to registering said attendee for said event.

35.   The method as in claim 34, wherein said step of processing said preparation information for presenting said query means to said attendee for requesting said registration information comprises the step of transmitting to said attendee a Web enabled document for requesting said registration information.

36.   The method as in claim 35, wherein said step of inputting said registration information comprises the step of providing data entry fields in said Web enabled document for requesting said registration information.

37.   The method as in claim 36, wherein said step of storing on said storage medium said registration information comprises the step of storing said registration information in a database on said storage medium.

38.   The method as in claim 37, wherein said step of validating payment of said registration fee comprises the step of communicating and verifying with a payment facility information regarding payment of said registration fee by said attendee.

39.   The method as in claim 34, wherein said step of processing and storing data regarding content for generating a report in relation to said event comprises the steps of:

presenting query means for requesting said report;

inputting said request for said report;

processing at least one of said details of said events and said registration information in response to for providing said content; and

presenting said report

40.   The method as in claim 39, further comprising the step of processing and storing data regarding content for generating a confirmation in relation to registration of said attendee for said event.

41.   A computer program product for event registration management, comprising:

a computer usable medium having computer readable program code means embodied in said medium for causing data processing for services relating to event organization and registration, said computer program product having:

computer readable program code means for processing data using computer processor means;

computer readable program code means for storing data on a storage medium using storage means;

computer readable program code means for processing and storing data regarding details of an event including time and venue thereof, and registration fee therefor, said event being organized by an event organizer and said details for informing an event attendee regarding said event;

computer readable program code means for processing and storing data regarding information for preparing means for registering said attendee for said event;

computer readable program code means for processing and storing data regarding registration information in response to said registration means, said registration information for registering said attendee and paying said registration fee; and

computer readable program code means for processing and storing data regarding content for generating a report in relation to said event.

42.   The computer program product according to claim 41, further comprising computer readable program code means for processing data regarding details of said organizer including name, address and payment details of said organizer for subscribing to said event organization and registration services.

43.   The computer program product according to claim 42, further comprising computer readable program code means for processing data regarding information pertaining to hotel reservation for said attendees, said hotel reservation information being dependent on input from said attendee and accessible to a participating hotel providing accommodation for said attendee during conduct of said event.

44.   The computer program product according to claim 43, wherein said computer readable program code means for processing and storing data regarding said details of said event comprises:

computer readable program code means for presenting query means to said organizer for requesting said details from said organizer;

computer readable program code means for inputting said details; and

computer readable program code means for storing on said storage medium said details.

45.   The computer program product as in claim 44, wherein said computer readable program code means for presenting said query means for requesting said details comprises computer readable program code means for transmitting to said organizer a Web enabled document for requesting said details.

46.   The computer program product as in claim 45, wherein said computer readable program code means for inputting said details comprises computer readable program code

means for providing data entry fields in said Web enabled document for requesting said details.

47.   The computer program product as in claim 46, wherein said computer readable program code means for storing on said storage medium said details comprises computer readable program code means for storing said details in a database on said storage medium.

48.   The computer program product as in claim 44, wherein said computer readable program code means for processing and storing data regarding said information for preparing said registration means comprises:

computer readable program code means for presenting query means to said organizer for requesting said preparation information from said organizer;

computer readable program code means for inputting said preparation information;

computer readable program code means for storing on said storage medium said preparation information; and

computer readable program code means for processing said preparation information for presenting query means to said attendee for requesting said registration information from said attendee.

49.   The computer program product as in claim 48, wherein said computer readable program code means for presenting said query means for requesting said preparation information comprises computer readable program code means for transmitting to said organizer a Web enabled document for requesting said preparation information.

50.   The computer program product as in claim 49, wherein said computer readable program code means for presenting said query means to said organizer for requesting said preparation information further comprises computer readable program code means for presenting query means to said organizer for requesting information relating to at least one of:

attendee demography;

registration categorization;

event related function;

hotel reservation; and

attendee payment computer program products.

51.   The computer program product as in claim 50, wherein said computer readable program code means for inputting said preparation information comprises computer readable program code means for providing data entry fields in said Web enabled document for requesting said preparation information.

52.   The computer program product as in claim 51, wherein said computer readable program code means for storing on said storage medium said preparation information comprises computer readable program code means for storing said preparation information in a database on said storage medium.

53.   The computer program product as in claim 52, wherein said computer readable program code means for processing said preparation information for presenting said query means to said attendee for requesting said registration information comprises computer readable program code means for transmitting to said attendee a Web enabled document for requesting said registration information.

54.   The computer program product as in claim 48, wherein said computer readable program code means for processing and storing data regarding said registration information in response to said query means for requesting said registration information from said attendee comprises:

computer readable program code means for inputting said registration information;

computer readable program code means for storing on said storage medium said registration information; and

computer readable program code means for validating payment of said registration fee prior to registering said attendee for said event.

55.   The computer program product as in claim 54, wherein said computer readable program code means for processing said preparation information for presenting said query

means to said attendee for requesting said registration information comprises computer readable program code means for transmitting to said attendee a Web enabled document for requesting said registration information.

56. The computer program product as in claim 55, wherein said computer readable program code means for inputting said registration information comprises computer readable program code means for providing data entry fields in said Web enabled document for requesting said registration information.

57. The computer program product as in claim 56, wherein said computer readable program code means for storing on said storage medium said registration information comprises computer readable program code means for storing said registration information in a database on said storage medium.

58. The computer program product as in claim 57, wherein said computer readable program code means for validating payment of said registration fee comprises computer readable program code means for communicating and verifying with a payment facility information regarding payment of said registration fee by said attendee.

59. The computer program product as in claim 54, wherein said computer readable program code means for processing and storing data regarding content for generating a report in relation to said event comprises:

computer readable program code means for presenting query means for requesting said report;

computer readable program code means for inputting said request for said report;

computer readable program code means for processing at least one of said details of said events and said registration information in response to for providing said content; and

computer readable program code means for presenting said report

60. The computer program product as in claim 59, further comprising computer readable program code means for processing and storing data regarding content for generating a confirmation in relation to registration of said attendee for said event.

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EVENT MANAGEMENT
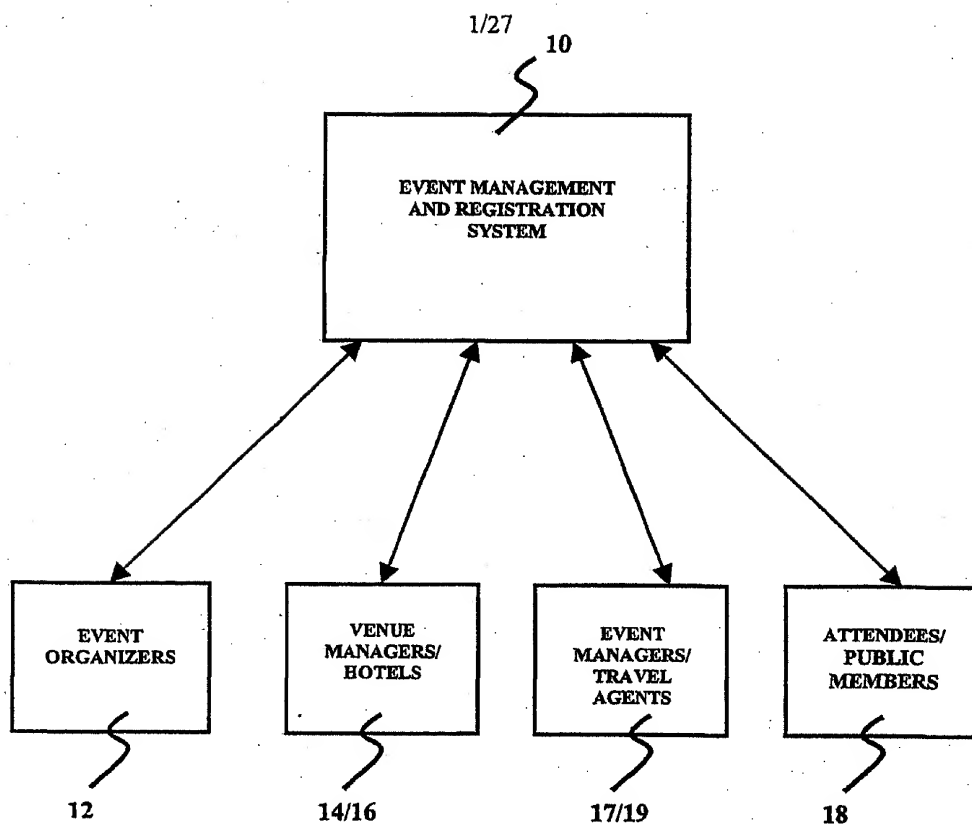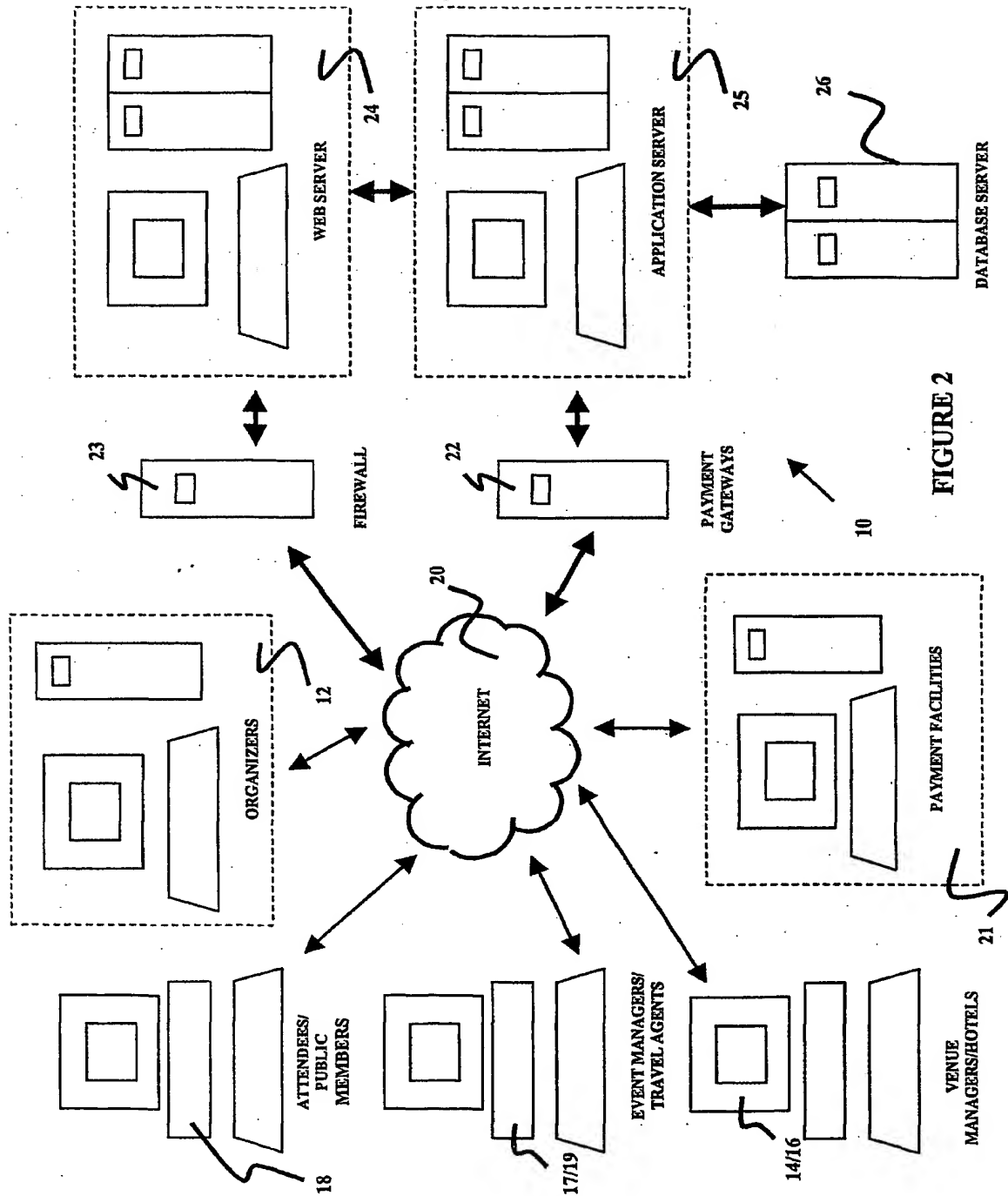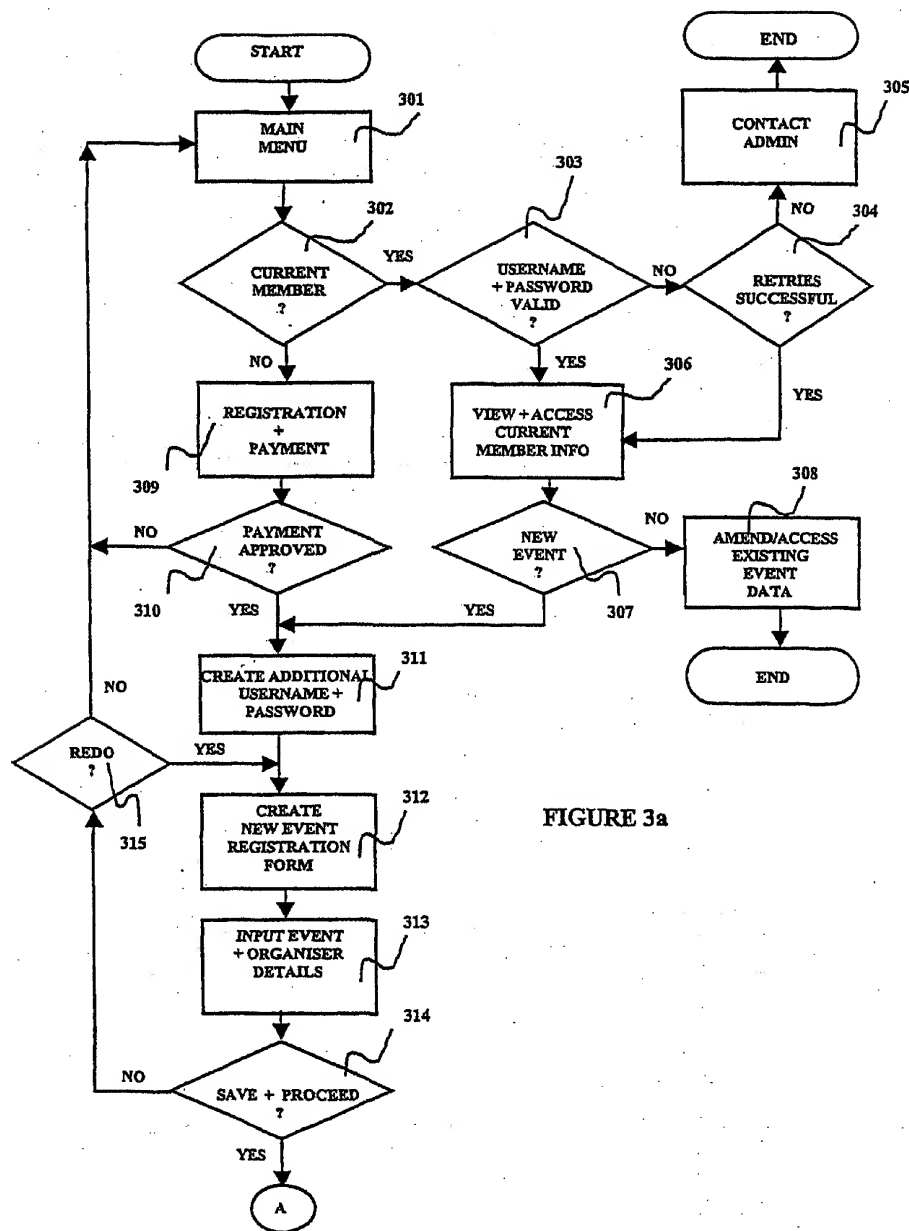AND REGISTRATION
SYSTEM

| EVENT ORGANIZERS | VENUE MANAGERS/ HOTELS | EVENT MANAGERS/ TRAVEL AGENTS | ATTENDEES/ PUBLIC MEMBERS |

12   14/16   17/19   18

FIGURE 1

FIGURE 2

FIGURE 3a

4/27

FIGURE 3b

5/27

```
        ┌─────────────┐
        │    START    │
        └─────────────┘
               │
               ▼
        ┌─────────────┐
        │             │ ← 401
        │  ATTENDEE   │
        │  REGISTERS  │
        │             │
        └─────────────┘
               │
               ▼
        ┌─────────────┐
        │   PAYMENT   │ ← 402
        │ DETAILS TO  │
        │   PAYMENT   │
        │  FACILITY   │
        └─────────────┘
               │
               ▼
           ◇ 403
      PAYMENT
    INFORMATION  ──── NO ────┐
       VALID                 │
         ?                   │
           │                 │
          YES                │
           │                 │
           ▼                 │
        ┌─────────────┐      │
        │             │ ← 404│
        │ REGISTRATION│      │
        │CONFIRMATION │      │
        └─────────────┘      │
               │             │
               ▼             │
        ┌─────────────┐
        │    END      │
        └─────────────┘
```

FIGURE 4a

FIGURE 4b

```
        ╭─────────────╮
        │    START    │
        ╰─────────────╯
               │
               ▼
        ┌─────────────┐  408
        │  RETRIEVE   │
        │   RECORD    │
        │             │
        └─────────────┘
               │
               ▼
        ┌─────────────┐  409
        │    VIEW     │
        │   RECORD    │
        │             │
        └─────────────┘
               │
               ▼
        ╭─────────────╮
        │     END     │
        ╰─────────────╯
```
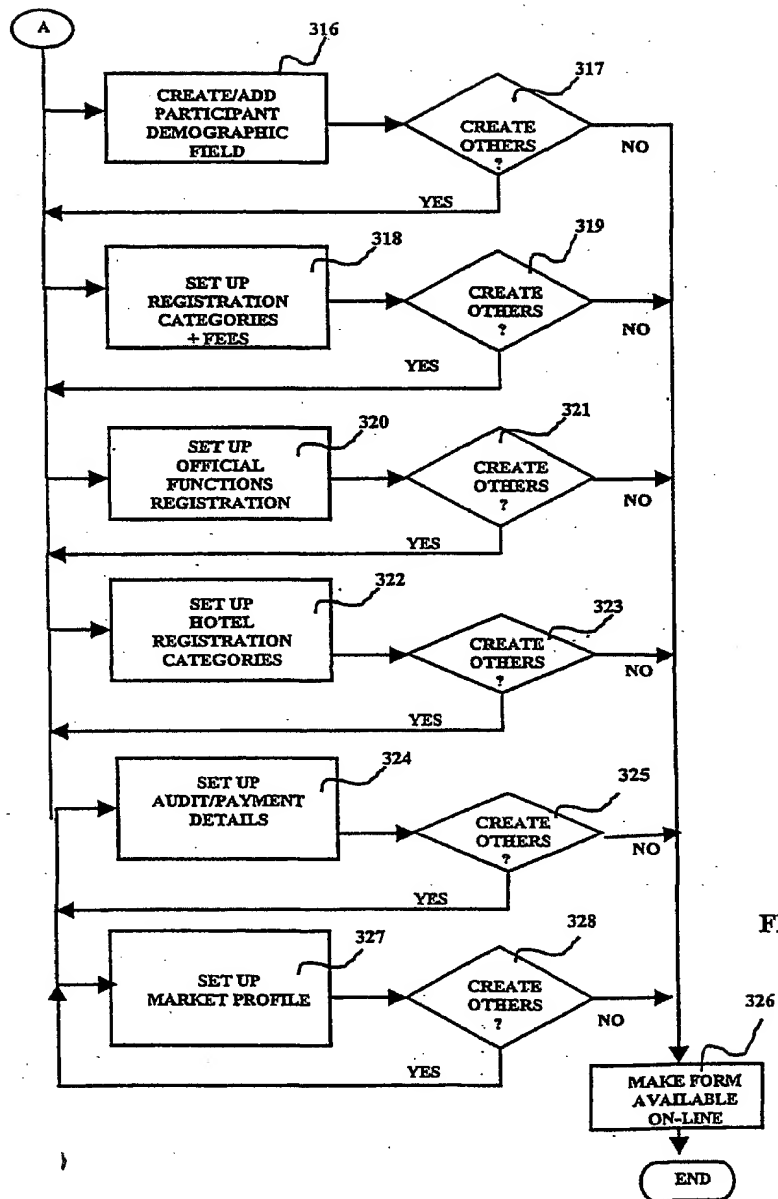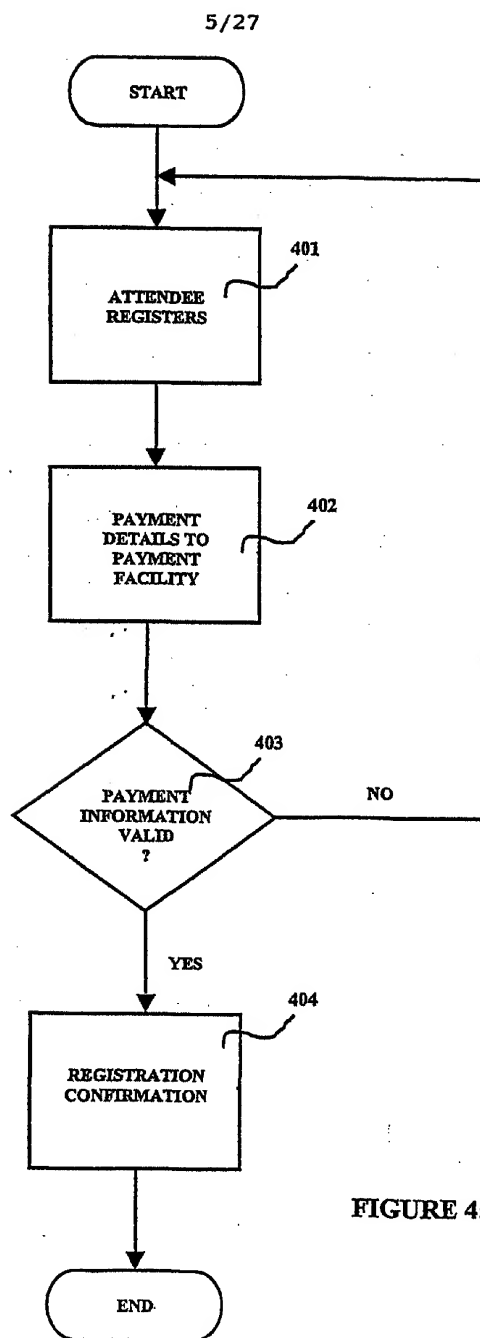
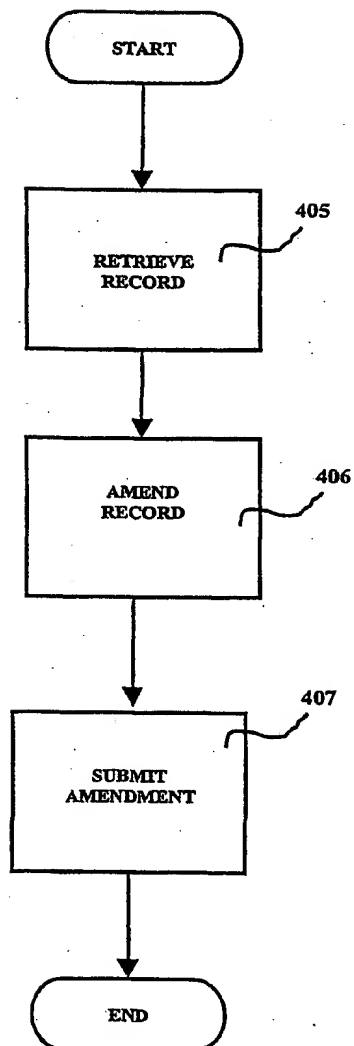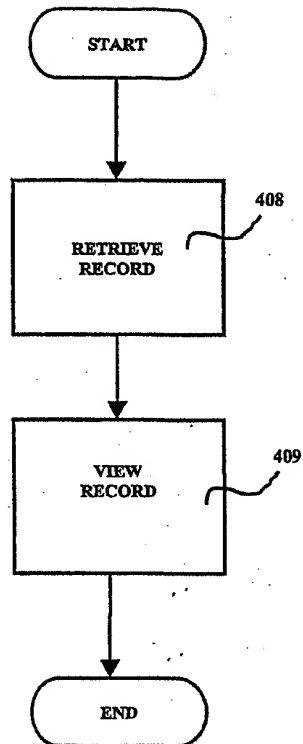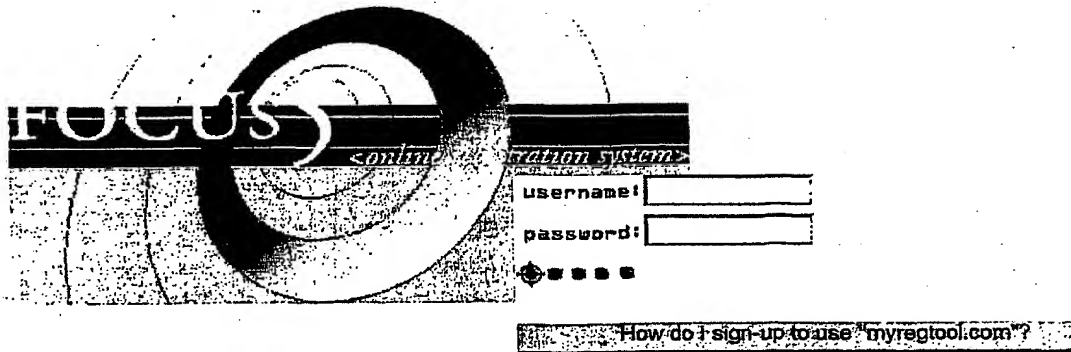**FIGURE 4c**

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FIGURE 5a

Your list of events and online registration forms which you have created using "myregtool.com"

If the event/registration form is not listed, you will need to create a new online form using the options below.

|	Event Name	Dates (dd/mm/yy)	Event Venue	Registration web site address
☐	idevelop 2000	28/08/2000 - 30/08/2000	Raffles City Convention	www.myregtool.com/Idev2000
☐	Hospi2000	29/08/2000-01/09/2000	Suntec	www.myregtool.com/hospi2000
☐	OSHA2000 ·	29/08/2000-01/09/2000	Suntec	www.myregtool.com/osha2000
	Sort by Event Name ⌄			

Select an existing event from the above list, followed by the options listed below	
Icon	Enter new records or change existing records of an existing event
Icon	Set up or amend your registration confirmation letter
Icon	Preview or print registration confirmation letters and invoices
Icon	Preview or print registration reports and statistics
Create a new online registration form for a new event	
Icon	*Create* a new online registration form for your event
Ammend an existing online registration form	
Icon	*Ammend* an existing online registration form that you have already created
Create new Passwords	
Icon	Create new passwords

Exit

FIGURE 5b

REGISTER TO USE "myregtool.com"

> I need information on "myregtool.com" fees

Your Company/Organization

Company Name* [(Auto Upper Cap)   ]

Location Address* [   ]

[   ]

[   ]

Country [JAPAN   ▼]   State [   ]

City [   ]   Zip Code [   ]

Telephone* [(area code-   Fax [(area code-

Company's web site [(Auto Upper Cap)   ]

Your Industry* [Computing Engineering Hardware ▼]

Your Contact Details

Title [Mr   ▼]   Gender ○ Male ○ Female

First Name* [   ]   Last Name* [   ]

Job Title* [   ]

Telephone* [(xx)-(xxxxxx]   Fax [(xx)-(xxxxxx]

Your Email* : [(Auto Upper Cap)   ]

Billing Information for
"myregtool.com" to invoice your company

1. FOCUs5 fees shall be billed to your company on every 25 registrations processed through "myregtool.com".

2. FOCUs5 reserves the right to terminate your use of "myregtool.com" if the invoice is not paid within 15 days from the invoice date.

   ◉ Please send the invoice to the address shown above

   ○ [Billing Address:]

We need a holding deposit

FIGURE 5c

Enter your password

Only supervisors may create additional passwords for other users. Please enter your password

Username : [   ]

Password : [   ]

[Submit] [Main] [<<Back]

FIGURE 5d (i)

Create passwords

Username : [   ]

Password : [   ]

Re-Enter Password : [   ]

Assign security options

☑ Supervisor   ☑ Add new data

☑ Create new online forms   ☑ Delete data

☑ Create registration letters   ☑ Modify existing data

☑ Preview & Print ALL registration reports and statistics

☑ Preview & Print only HOTEL reports and statistics>>>>>>>>>>>>>>>>>>>>>>>>>

Westin Stamford
Pan Pacific

☑ Access to specific events >>>>>>>>>>>>>>>>>>>>>>>>>

idevelop2000
Hospi2000

[Submit] [Clear] [<<Back] [Main]

FIGURE 5d (ii)

Create a new online registration form for your event

Create an online registration form for your event by completing the information below.Upon submitting the information below, your online registration form shall be hosted on the web site within 10 minutes.

Select your favourite colour for the registration form

● RED ● BLUE ˙ ˙ YELLOW (Colour Gradient Chart)

Update your event information

Insert Event Icon	Select File	Insert Event Banner	Select File

Event Name [   ]

From Date [Calander]   To Date [Calendar]

Event Venue [   ]

Venue Address [   ]

[   ]

Country [JAPAN   ▼]   State [   ]

City [   ]   Zip Code [   ]

Event Web Site [(Auto Upper Case)]

Hyperlink the online registration form to> [(Auto Upper Case)]

Select your registration fees currency (maximum 2 currencies)

Currencies accepted by your event	DM ▼	USD ▼

Assign rights to your attendee

☑ Check his registration status	☑ Change his registration details

Start creating your registration sections

[Button] Create your attendee's demographics

[Button] Create your attendee's market profile

[Button] Create conference categories and fees

[Button] Create functions categories and fees

[   ]

FIGURE 5e (i)

14/27

Button Create hotel categories and fees

Button Create event's payment details

Button Enter contact details

Preview Submit Main

FIGURE 5e (ii)

15/27

Create your attendee's demographics!

1. The following shows the standard fields in the demographic section of online registration form
2. Please indicate which field is compulsory for the attendee to complete

Add Notes/Instructions for the Attendee

Your attendee's demographics

Attendee ID | Auto assigned | Group ID | Auto assigned |

Title : ○ Prof. ○ Dr. ○ Mr. ○ Mrs. ○ Ms.

First Name : | Compulsory ▼ | Last Name : | Compulsory ▼ |

Job Title : | Not Compulsory ▼ | Organisation : | Not Compulsory ▼ |

Mailing Address : | Not Compulsory ▼ |

Country : | Compulsory ▼ | State : | Not Compulsory ▼ |

City : | Not Compulsory ▼ | Zip Code : | Not Compulsory ▼ |

Telephone : | Not Compulsory ▼ | Fax : | Compulsory ▼ |

Email : | Compulsory ▼ |

Attendee's accompanying person demographics

Title : ○ Prof. ○ Dr. ○ Mr. ○ Mrs. ○ Ms.

First Name : | Not Compulsory ▼ | Last Name : | Not Compulsory ▼ |

Title : ○ Prof. ○ Dr. ○ Mr. ○ Mrs. ○ Ms.

First Name : | Not Compulsory ▼ | Last Name : | Not Compulsory ▼ |

Create additional attendee demographic fields

Preview | Submit | Clear | <<Back

FIGURE 5f

CREATE CONFERENCE CATEGORIES AND FEES

Add Notes/Instructions for the attendee

Registration Fee	Fee Before Dates		Fee Between Dates & Dates		Fee After Dates		Registration Capacity
Registration Category	Currency DM	Currency US$	Currency DM	Currency US$	Currency DM	Currency US$	
e.g. ITN Member	500	380	0	0	800	570	Capacity
e.g. Non ITN Member	600	470	0	0	900	650	Capacity
e.g. Accompanying Pe	100	120	0	0	250	270	Capacity
							Capacity
							Capacity
							Capacity

Create additional conference categories

ENTER TAX RATE	
TAX 0 %	
☑ Above fees include taxes	☐ Above fees are subject to taxes

Preview Submit Clear <<Back

FIGURE 5g

Create Function Categories & Fees

Add Notes/Instructions for the attendee

Social Functions/Session	Dates	Time	Duration	Fee per person		Registration Capacity
				DM ▼	US$ ▼	
Welcome Cocktail Reception	Calender	1830	2 hrs	30	18	Button
Hands-on Training	Calender	0900	3 hrs	150	210	Button
Techical Program	Calender	1300	3 hrs	180	220	Button
	Calender					Button
	Calender					Button
	Calender					Button

Create additional function categories

Enter Tax Rate	
TAX [0] %	
☑ Above fees include taxes	☐ Above fees exclude taxes

Preview   Submit   Clear   <<Back

FIGURE 5h

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CREATE HOTEL CATEGORIES AND FEES

Add Notes/Instructions for the attendee

Hotel Name	Category	Distance From Event Venue	Room Rate	Amount of Deposit Required to confirm reservation		Maximum Number of rooms
				Currency DM	Currency US$	
Westin S	5 star	10 min w	Rate	500	400	Capacity
			Rate			Capacity
			Rate			Capacity
			Rate			Capacity
			Rate			Capacity

Create additional hotel categories

ENTER SERVICE CHARGE & TAX RATES	
Service Charge	10 %
Government Tax	3 %
Goods & Services Tax	1 %
☑ Rates include above taxes	☐ Rates are subject to taxes

Preview   Submit   Clear   <<Back

FIGURE 5i

19/27

Create Payment Profile for the attendee to make payment

Add Notes/Instructions for the attendee

Please indicate the methods of payment for this event		
☐ By Bank Draft	Made Payable to	e.g Sapphire 2000
☐ By Company Cheque	Mail to Address	e.g 12 Cantonment Road
☐ By Personal Cheque	Country	e.g Malaysia
☐ By Credit Card	☐ Amex ☐ Mastercard ☐ Visa ☐ JCB ☐ Diners	
☐ By Bank Transfer	Made Payable to	
	Account Number	
	Bank's Name	
	Bank's Address	
	Bank Sort Number	
	Country	JAPAN

Please indicate if you wish to use the online electronic payment facility (for more info).	○ Yes ○ No

Preview   Submit   Clear   <<Back

FIGURE 5j

Create your attendee's market profile

Add Notes/Instructions for the attendee

	Main Question	Sub – Questions
01.	e.g. Your industry Typ	Create Sub-Questions
02.	e.g. Purchasing Powe	Create Sub-Questions
03.	e.g. Purpose of Visit	Create Sub-Questions
04.	e.g. Company's Annu	Create Sub-Questions
05.		Create Sub-Questions
06.		Create Sub-Questions
07.		Create Sub-Questions
08.		Create Sub-Questions
09.		Create Sub-Questions
10.		Create Sub-Questions

Create additional profile questions

Preview   Submit   Clear   <<Back

FIGURE 5k

EVENT SELECTED: <tag:EventName>

SETUP / EDIT REGISTRATION LETTER TEMPLATE
<tag:EventName>
<tag:EventStartEndDate>
<tag:EventWebsite>
<tag: Host venue>
<tag:EventMailingAddress>
<tag:EventCity>, <tag:eventState>, <tag:EventCountry>, <tag:EventPostalCode>

REGISTRATION LETTER
< Include server date>

<Title><FirstName><LastName>
<JobTitle>
<Organisation>
<MailingAddress>
<City><State>
<Country><c>

Dear <Title><lastName>,

Please enter your opening text

Thank you for your registration for <tag:even
tag:eventname>

Your registration ID is <tag:regid>. Please
future correspondences.

YOUR PERSONAL DETAILS

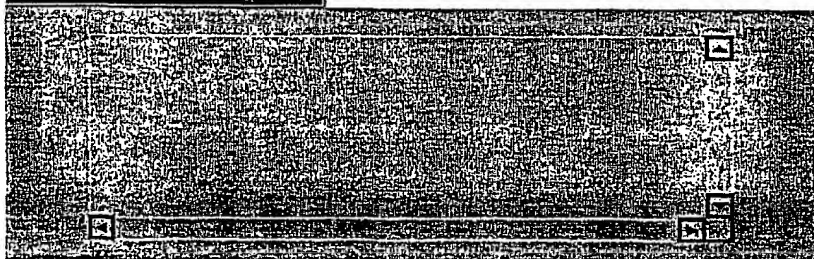|	
Group ID	<group id>
Registration ID	<reg id>
Registration Name	<FirstName><LastName>
Company	<Company>
Job Title	<JobTitle>
Address	<Address1>
	<Address2>
	<Address3>
	City <city>, **State** <state>
	Country <Country> **Postal Code**<postal Code>
Telephone	<Telephone>
Fax	<Fax>
Email	<Email>

YOUR REGISTRATION SUMMARY

Please select the following to be included in the letter

FIGURE 5I (i)

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Market Profile
Conference
Functions
Hotel
Payment Details
Receipt Details

Please enter your comments

CONTACT DETAILS
<tag:ContactDetail.LastName> <tag:ContactDetail.FirstName>
<tag:ContactDetail.JobTitle>
<tag:ContactDetail.Organisation>
<tag:ContactDetail.MailingAddress>
<tag:ContactDetail.City><tag:ContactDetail.State>
<tag:ContactDetail.Country><tag:ContactDetail.PostalCode>
<tag:ContactDetail.Telephone>
<tag:ContactDetail.Fax>
<tag:ContactDetail.Email>

(Back)   (Clear)   (PREVIEW)

FIGURE 51 (ii)

Idevelop 2000
28 AUGUST - 31 AUGUST 2000
www.myregtoool.com/idevelopsin
RAFFLES CITY CONVENTION CENTER
1 STAMFORD ROAD
SINGAPORE.

REGISTRATION LETTER

Registration ID#<u>SINO1234</u>

11-AUG-2000

MR. WOON SHOI HENG
DIRECTOR - PRODUCT PLANNING
APEX SYSGTEMS PTE. LTD
516 VICTORIA STREET, UNIT 04-02/03
SINGAPORE 188299

Dear Mr WOON,

Thank you for registration for Idevelop2000, at Raffles City Convention Center, Singapore

Your registration ID is <u>SINO1234</u> . Please quote your
registration ID in all future correspondences.

YOUR REGISTRATION DETAILS

Registration ID	SINO1234
Registration Name	JAMES TAN ENG POON
Organization / Company	VERTICAL SOLUTIONS INC
Job Title	DIRECTOR OF MARKETING
Address	534B NORTH BRIDGE ROAD
	Los Angeles, CA 92222
	USA
Telephone	(65) 337 6288
Fax	(65) 333 9266
Email	camnet@mbox2.singnet.com.sg

THE REGISTRATION FEES

Registration Categories	Amount Required	Amount Outstanding
Conference Registration Description	US$800	US$400
Function Registration Description	US$200	US$150
Hotel Registration Description	US$100	US$100
Total	US$1100	US$650

PAYMENT INSTRUCTIONS

Mode of Payment	Bank Telegraphic Transfer
Payable To	IDevelop2000
Bank Name	DBS BANK
Address	213, Great World City
	Los Angeles, CA 92222
	USA

RECEIPT DETAILS - Latest Payment

Receipt Number	441023
Date of Receipt	<Tag:transactDate>
Total Amount Received	US$250
Paid by	PERSONAL CHEQUE
Cheque Number	UOB - 776803

FIGURE 5m (i)

HISTORY OF PAYMENT - Your Past Records

Receipt Number	440972
Date of Receipt	\<Tag:transactDate\>
Total Amount Received	US$200
Paid by	CREDIT CARD
Card Holder Name	WOON SHOI HENG
Card Type	VISA

Receipt Number	326651
Date of Receipt	\<Tag:transactDate\>
Total Amount Received	US$100
Paid by	CREDIT CARD
Card Holder Name	WOON SHOI HENG
Card Type	VISA

\<closing text\>

For Further Information, Please Contact

James Tan
Customer Services Manager
IDG Group
18 Nell Street
North Bridge Road
Singapore 188749
Tel: (65) 337 6288
Fax: (65) 333 9266
Email: idg@singnet.com.sg

(Back)   (Submit)

FIGURE 5m (ii)

EVENT SELECTED: <tag:EventName>

SETUP GROUP INVOICE

<tag:EventName>
<tag:EventStartEndDate>
<tag:EventWebsite>
<tag: Host venue>
<tag:EventMailingAddress>
<tag:EventCity>, <tag:eventState>, <tag:EventCountry>, <tag:EventPostalCode>

INVOICE

Group ID # <Group ID>
Registration ID # <FirstReg ID> To <LastReg ID>

< Include server date>

<Group><GrpTitle><GrpLastName>
<grpPosition>
<grpOrganisation>
<grpAddress>
<City><State>
<Country><PostalCode>

DETAILS	AMOUNT REQUIRED	AMOUNT OUTSTANDING

PAYMENT DETAILS

<Tag: data extracted from payment details setup module>

(Back)   (Clear)   (Submit)

FIGURE 5n

EVENT SELECTED: <tag:EventName>

REGISTRATION LETTERS / INVOICES / REPORTS / STATISTICS
You may print specific records by selecting the following criteria.

Please specify criteria show below.

If no criteria is specified, all records shall be shown in the reports.

Selection By Attendee Details

From Registration ID

To Registration ID

Multiple ID
(enter each ID followed by a comma)

Organisation

Country
| Country ▼ |

Record last Updated Date:
FROM
| As at 28-Jul-2000 ▼ |

TO
| As at 28-Jul-2000 ▼ |

Selection By Attendee Market Profile

| What industry are you from? ▼ | (Select Profile)

Selection by Registration Types

Registration Categories	Paycodes	Last Update Status
☐ Conference Registration	Guest ▼	
☐ Functions Registration	Not Paid ▼	
☐ Hotel Registration	Partial Payment ▼	

(Back)   (Submit)

For Demo only (Will not show in actual)

Conference Report
Accommodation Report
Demographics Report
Function Report

FIGURE 5o

Figure 6